

Quality Action Team

SMART Goals

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Improve **satisfaction & recovery** outcomes

* shared with Person-Centered Care AT

- Review MHSIP & Vital Voices survey instruments to determine if enhancements are required to capture person-centered principles.
- Continue implementation of EBPs to improve the extent to which services are welcoming, person-centered, recovery oriented, trauma-informed, culturally competent, and co-occurring capable; and anchor those improvements in policy & contract.
- Coordinate the activities of MC3 (Milwaukee Co-Occurring Competency Cadre) Evaluation Subcommittee with the efforts of the Redesign Quality Action Team to ensure representation of person-centered stories in quality improvement.
- Develop & implement strategies to ↑ use of self-directed recovery action plans by establishing a baseline, identifying training opportunities & measuring adoption by peers.
- Lead the integration of substance use disorder & mental health services into a co-occurring capable system by functionally integrating SAIL & Wiser Choice.

Establish a mechanism to publicly **chart system quality indicators** that reflect progress on Redesign SMART Goals.

- Establish public/private system quality indicators aligned with the overall system vision.
- Identify and coordinate existing data sets and data sources.
- Determine how to include consumer experiences in the improvement process.
- Identify how improvement targets in SMART Goals will be measured and reported.
- Create information-sharing agreements.
- Prepare initial format for review and modification.

Comments, Suggestions, Questions?

Write anywhere.

Relevant Progress

Data dashboard developed & made public – <http://county.milwaukee.gov/MHRedesign/Dashboard.htm>

System mapping to highlight areas of highest emergency room and Chapter 51 incidents

Workgroup exploring how to collect personal & family stories and apply to quality improvement